

Employer Satisfaction

EAC May 21, 2015

Survey

- ▶ Send to 120 randomly selected employers each quarter
- ▶ Asked to rate us on a scale of 1-10 (10 being the highest)
- ▶ How well is DRS meeting your expectations?
- ▶ Each ESS member calls 3 employers for further discussion

Partnership Focused

“Work with me.”

- ▶ DRS Representatives act promptly, value my time and understand my individual needs.
- ▶ They build professional relationships, develop rapport, and treat me with respect. I can request a specific representative to help me.
- ▶ They listen carefully and provide information in a language that I understand.
- ▶ They are friendly, patient, courteous, and caring. I am never rushed and am encouraged to contact them again with further questions.

Knowledgeable Representatives

“Information needs to be accurate and consistent.”

- ▶ The representatives at DRS anticipate my needs and answer all my questions.
- ▶ They provide detailed information and take the time to make sure I understand.
- ▶ Standardized work processes at DRS make it easy to respond to requests.
- ▶ The information provided is accurate and consistent and can be backed up with policy, WAC or RCW.
- ▶ When I have a problem they work with me to arrive at the appropriate solution.

Effective Tools and Resources

“Make it easy for me.”

- ▶ Whenever I want information from DRS, it is available in the format I need.
- ▶ They provide intuitive forms, easy to read publications and the web site is easy to navigate and understand.
- ▶ Training is available when and how I want to learn.
- ▶ The online tools are clear and the technology works with my processes.
- ▶ DRS makes it easy for me to resolve Verification of Employment and other member account issues.
- ▶ I can view my organization's data and quickly and easily make corrections.

Timely & Relevant Communications

“Notify me of changes quickly.”

- ▶ DRS representatives do what they say they will do, when they say they will do it.
- ▶ They let me know what to expect and tell me specifically if they need something from me.
- ▶ When I am contacted by DRS Representatives the questions are relevant.
- ▶ I am never left waiting to know if I will hear back from them.
- ▶ They provide notification promptly when procedures, laws or regulations change.

03-Employer Satisfaction (Mike)

Partnership	97	98	97	98	95
Knowledge- able	97	95	100	90	92
Tools/- Resources	79	93	83	78	95
Timely/- Relevant	94	98	97	95	92
	Jan-Mar 14	Apr-Jun 14	Jul-Sep 14	Oct-Dec 14	Jan-Mar 15

- Green = 80% of those employers interviewed score DRS at 8 or above (the same “green” criteria used for Customer Satisfaction)

We're listening..

“Would love to see total service credit for our employees.”

- ▶ Added total service credit to Member Reporting Verification (MRV).

“ I submitted my WBET report but it did not process. It shows in saved status?”

- ▶ Added a pop up warning message when a report is about to be taken out of submitted status.

“Can we get our transmittal edit messages any quicker?”

- ▶ Edit messages are now available in your My Documents folder the morning following processing.

Thank You